



**Ministry of Transport and Civil Aviation**  
Male'  
Republic of Maldives

## **REQUEST FOR PROPOSALS ON**

### **ICT Management Consultancy Service to support operations of the Ministry of Transport and Civil Aviation (System and Network Administrator)**

Reference number: (IUL)472/472/2023/42

Date: 10<sup>th</sup> July 2023

#### **SECTION 1**

##### **1. INTRODUCTION**

Due to Decentralization Act 7/2010 (Section 75), states that the revenue earned from various fees, the beneficiary must be the Island or the Atoll council. To implement this, the previous practices of the fees being charged for various registration and license fees in respect of Sea and Land Transportation now must be benefitted to the relevant Atoll or the Island Council. Administering this fee via Ministry of Transport and Civil Aviation in transferring to City, Atoll and Island council requires a sophisticated software to be designed, developed and implemented. The Ministry of Transport and Civil Aviation being the leading agency in arranging this fee transfer that are relevant to Atoll and Island council is now in the software implementation stage.

##### **2. HIRING OFFICE**

Ministry of Transport and Civil Aviation (MoTCA)

##### **3. PURPOSE OF CONSULTANCY**

Ministry of Transport and Civil Aviation is seeking well-qualified and experienced ICT and Management Consultancy service provider to work closely and assist the in-house IT section as System and Network Administrator. The Systems and Network Administrator is responsible for the design, implementation, and maintenance of the organization's computer systems and network infrastructure. This includes ensuring the availability, performance, and security of all systems and networks, as well as implementing and maintaining backups and disaster recovery plans. The Systems and Network Administrator also works closely with other IT staff to troubleshoot and resolve issues related to systems and networks.

## **SCOPE OF WORK (Description of services, activities, or outputs)**

### **Scope and diversity of assignment:**

- Design, implement, and maintain the organization's computer systems and network infrastructure
- Ensure the availability, performance, and security of all systems and networks
- Implement and maintain backups and disaster recovery plans
- Troubleshoot and resolve issues related to systems and networks
- Work closely with other IT staff to identify and resolve problems
- Stay current with new technologies and best practices related to systems and networks

#### **4. TIME FRAME**

One year (Renewable contract based on performance).

#### **5. WORK HOURS**

Working hours in Ministry of Transport and Civil Aviation in Male' shall be 08:00 to 14:00 from Sunday to Thursday excluding the Government holidays.

#### **6. PLACES WHERE SERVICES ARE TO BE DELIVERED**

The consultant shall be working at the Ministry of Transport and Civil Aviation (MoTCA).

#### **7. DELIVERY DATES AND HOW WORK WILL BE DELIVERED**

Milestones, outputs, and deliverable target dates will be assigned upon recruitment. Consultant will deliver the work in a monthly basis based on the assigned targets by monthly.

#### **8. MONITORING AND PROGRESS CONTROL, INCLUDING REPORTING REQUIREMENTS, PERIODICITY FORMAT AND DEADLINE**

The Consultant will be supervised by MoTCA and is expected to work closely with the Ministry.

The Consultant will be responsible for the quality and timeliness of the outputs but will receive support from MoTCA.

#### **9. REQUIRED EXPERTISE, QUALIFICATIONS AND COMPETENCIES, INCLUDING LANGUAGE REQUIREMENTS**

The bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described in this RFP. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in this document. Parties who do not meet the Eligibility Criteria will not be considered for further evaluation.

#### **Competency and Required Experience:**

1. Minimum of 3 years of experience as a Systems and Network Administrator
2. Business management skills, project management skills, effective communication.
3. Knowledge of handling databases and extracting data from databases developed on MS SQL Server.
4. Knowledge and expertise in data migration work

**Additional Competencies: (evaluated in the interview)**

1. Project Management Skills – Good planning, scheduling, and analytic skills.
2. Good writing skills in Dhivehi and English.
3. Data security knowledge and experience
4. Good documentation skills.
5. Ability to work in a team.
6. Strong knowledge of Windows and Linux operating systems
7. Experience with network protocols such as TCP/IP, DNS, DHCP, and VPN
8. Experience with network infrastructure such as routers, switches, and firewalls
9. Experience with virtualization technologies such as VMware or Hyper-V
10. Strong knowledge of networking concepts and protocols
11. Strong problem-solving and analytical skills
12. Excellent written and verbal communication skills
13. Strong attention to detail and ability to work independently
14. Certifications such as Cisco Certified Network Associate (CCNA), CompTIA Network+ or Microsoft Certified: Azure Administrator Associate would be a plus.

## **10. INPUTS / SERVICES TO BE PROVIDED BY IMPLEMENTING PARTNER (E.G. SUPPORT SERVICES, OFFICE SPACE, EQUIPMENT), IF APPLICABLE**

### **Consultants:**

1. Fulfil the terms stipulated in the contract and the ToR through review of data, documents, email communications, Teams calls and meetings.
2. Maintain close contact with MoTCA.
3. Communicate any complications regarding the assignment as soon as possible.
4. Provide contact details that allow MoTCA to get in contact with the Consultant at any time during the consultancy.

### **Ministry of Transport and Civil Aviation:**

- Assign a focal point to work with the Consultant.
- Provide the relevant documents.
- Referral document stating
  - the appointment of consultant
  - nature of consultancy
  - duration of the project
  - request for compliance to the Consultants requests for data, information, reports, policy/procedures/guideline documents required
- MoTCA's internal policies, procedures, and guidelines, including updates therein, to adhere to while executing the responsibilities of this TOR.
  - Facilitate communications to gather data as required for the report
  - Monitor and facilitate the progress of the assignment
  - Review and provide comments to the deliverables in a timely manner
  - Facilitate necessary contacts
  - Make payments upon completion of assigned deliverables.

## **11. OTHER RELEVANT INFORMATION OR SPECIAL CONDITIONS, IF ANY**

The other conditions that may apply in the undertaking of the assignment include:

### **Basis of payment:**

Payments based on acceptance of the deliverables following submission of monthly invoices.

### **Language of reports/publication and other documentation and working language in country of assignment:**

English and Dhivehi

### **Ownership of output:**

Ministry of Transport and Civil Aviation

## **12. EVALUATION CRITERIA**

The candidates shall be evaluated in the following categories.

- a) Educational Qualification: 25% - (relevant degree and above = 15 points, Diploma = 8 points)
- b) Competency and Required Experience: 25%

Work experience will be evaluated based on number and relevancy of references submitted. Bids with the most number of relevant references will be awarded 100% for this section with other respective bids receiving marks in proportion.

- c) Practical Exam: 20%
- d) Interview: 30%

## **13. REMUNERATION**

The service provider will receive a monthly payment shall be between MVR 30,000 to MVR 35,000 which will be based on qualification and experience. Price shall remain fixed during the contract period. There shall be no increase in price for any reason whatsoever. Therefore, no request for any escalation of the price shall be entertained.

Payment will be subject to completion and acceptance of the work by MoTCA.

## **14. ADDRESS FOR COMMUNICATION:**

Ministry of Transport and Civil Aviation

Umar Zahir Office Building (3<sup>rd</sup> floor)

Orchidmaa Hingun

Hulhumale

Republic of Maldives

## **15. SUBMITTAL:**

Proposals shall be submitted latest on 17th July 2023, at 11:00 hours, by emailing to [career@transport.gov.mv](mailto:career@transport.gov.mv)

## SECTION 2

### Form 1 – Checklist

#	<b>List of Documents to be Submitted</b>	<input type="checkbox"/> <input type="checkbox"/>	Page No.
1.	Bid Submission Form 2		
2.	ID card copy		
3.	Profile of applicant		
4.	If there is a relative working in the Ministry of any Departments of the Ministry, please submit a letter stating the name and relation of the said employee.		
5.	Work Experience documents in the relevant field. Showing duration of relevant experience.		
6.	Educational Qualification Certificates		

Form 2 – Bid Submission Form

1.	Bidders Information		
1.1.	Name		
1.4.	Address		
1.5.	Phone		1.6. Email
2.	Bid Information		
2.2.	Announcement Number	(IUL)472/472/2023/42	
4.	Bidders Declaration		
4.1.	I submit the bid to provide the proposed service /scope work at above mentioned.		
4.2.	I agree to commence and complete the service/proposed work according to the ToR.		
4.3.	I agree to sign and enforce the agreement accordingly within the validity period of 60 (Sixty) days after bid submission date.		
4.4.	I agree that the aims, objectives, outputs, deliverables specified in this ToR will be met. I accept that MoTCA reserves the right to reject this proposal should this requirement be found unfulfilled.		
Name			
Designation			
Signature			
Date			



Previous Relevant Work Experience

Detail of Relevant Work Experience				
#	Project Name/ Designation	Client Detail	Year	Duration

Note:

TOR experience to counted for eligibility and evaluation, letters/certificates which shows the duration and other details like programing language, type of database used etc. must be included for every project in this table.